

# Virtual Urgent Care



24/7/365 access to care. Fast, Convenient & Affordable.

Doctors can be hard to reach, illness can occur in the middle of the night, and sometimes you just have a question. In all of those circumstances – and many more – Lyric Health is a convenient and affordable solution.

## Doctors You Can Trust

All of our providers are directly managed by Lyric and go through a background check with primary source verification through the National Physician Data Base (NPDB) and the American Medical Association (AMA) for medical licensure, training and education, work history and malpractice history. In addition, 3rd party URAC accredited CVO credentialing is done on all providers prior to servicing patients.

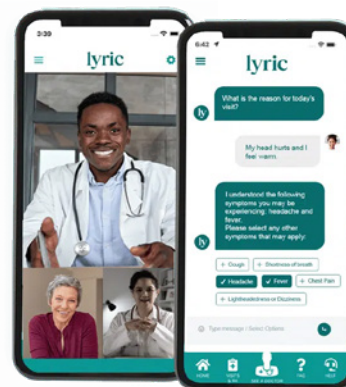
### Virtual Urgent Care provides diagnosis and treatment for the following common conditions:

- |                       |                           |               |                   |
|-----------------------|---------------------------|---------------|-------------------|
| ▪ Cold & Flu Symptoms | ▪ Urinary Tract Infection | ▪ Infections  | ▪ Recommendations |
| ▪ Sinus Problems      | ▪ Nausea                  | ▪ Rashes      | ▪ Second Opinions |
| ▪ Ear Infection       | ▪ Pink Eye                | ▪ Sore Throat | ▪ and more        |
| ▪ Allergies           | ▪ Stomach Viruses         | ▪ Acne        |                   |

## When to use

Our goal is to provide you with convenient, affordable healthcare, when you need it most – 24/7/365.

- When you need care now
- If you have a health related questions, and just need professional guidance
- If you're considering the ER or urgent care center for a non-emergency issue
- On vacation, a business trip, or away from home



70% of low acuity illness can be taken care of virtually

### MEMBER ACCESS

1. Call (866) 223-8831, download the **Lyric Health App**, or visit **www.getlyric.com** to log into your member portal to schedule a consultation with state licensed physician.
2. Member speaks to a Care Coordinator who will triage and update the patient's Electronic Health Record (EHR).
3. Member consults with Physician who recommends a treatment plan, and if medication(s) is prescribed, it's sent electronically.

